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PATENT #8  
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Applicants: Thomas G. Brewer et al.

Examiner: Nguyen, Phuoc H

Serial No.: 09/540,502

Group Art Unit: 2143

Filed: March 31, 2000

Docket: 8374

Title: Channel Director for Cross-Channel Customer Interactions

APPOINTMENT OF ASSOCIATE REPRESENTATIVESCommissioner for Patents  
Washington, D.C. 20231

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Serial Number: 09/649698

Filing Date: August 28, 2000

Title: METHODS AND DATABASE FOR EXTENDING COLUMNS IN A RECORD

Page 2  
Dkt: 1592,018US1

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to act as associate attorneys, and empowers the associate attorneys to receive all correspondence from the U. S. Patent and Trademark Office, to amend the specification and drawings, to prosecute the application; and ratifies any act done by the associate in respect of the application.

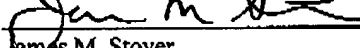
Respectfully submitted,

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Date MAY 6, 2003

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CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner of Patents, Washington, D.C. 20231, on this 8<sup>th</sup> day of May, 2003.

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